

Glossary of Abbreviations

| | |
|---------------------|--|
| 1996 Act or the Act | Telecommunications Act of 1996 |
| AT&T | AT&T Corporation |
| Billing | Billing complaints |
| Braintree | Braintree Electric Light Department |
| Business | Business customers |
| Cell phones | Cellular phones |
| Charter | Charter Communications |
| CLEC(s) | Competitive Local Exchange Carrier(s) |
| Comcast | Comcast Communications |
| Consumer Division | DTC Consumer Division |
| Cox | Cox Communications |
| DBS | Direct Broadcast Satellite |
| Donahue Institute | University of Massachusetts Donahue Institute |
| DTC | Department of Telecommunications and Cable |
| DTE | Department of Telecommunications and Energy |
| E911 | Emergency 911 |
| FCC | Federal Communications Commission |
| FiOS | Verizon Communication's Fiber Optic Service |
| Form 500 | FCC Form 500 |
| HH | Households |
| HH/Sq. mile | Households per. sq. mile |
| ILEC(s) | Incumbent Local Exchange Carrier(s) |
| Incumbent | Incumbent Voice or Video provider |
| IPTV | Internet Protocol Television |
| Leased Facilities | Leased Facilities Platform |

| | |
|---------------|--|
| LATAs | Local Access and Transport Areas |
| MA | Massachusetts |
| MCI | MCI Communications |
| NCHS | Center for Disease Control and Preventions' National Center for Health statistics |
| NHIS | National Health Interview Survey |
| Report | Competition Status Report |
| NANPA | North American Numbering Plan Administrator |
| Norwood | Norwood Light Broadband |
| Overbuilder | Overbuilder Video Provider |
| Own Network | Own Network Platform |
| PSTN | Public Switched Telephone Network |
| RCN | RCN Corporation |
| RBOC | Regional Bell Operating Company |
| Resale | Resale platform |
| Russell | Russell Cable Company |
| Shrewsbury | Shrewsbury Electric Light Company |
| SMB | Small to Medium-sized Business |
| Sprint/Nextel | Sprint/Nextel Corporation |
| SQ | Service Quality |
| SQI Report | Verizon Service Quality Index Report |
| Time Warner | Time Warner Communications |
| UNE | Unbundled Network Element |
| UNE-L | UNE loop |
| UNE-P | Unbundled Network Element Platform |
| Verizon | Verizon Massachusetts or Verizon Communications |

| | |
|----------|---|
| Video | Video providers(s) or services |
| VoIP | Voice over Internet Protocol |
| Wireless | Wireless provider(s) or services |